

SUPPLEMENTAL JOB DESCRIPTION

Classification: Retail Store Manager I
Position Title: Retail Store Manager I
Position Number: GROUP

Function Code: 7691- 077
Date Established: 8/15/88
Date of Last Amendment: 07/25/12

SCOPE OF WORK: To perform routine supervisory duties in assisting with the operation of a New Hampshire Retail Outlet Store, to ensure exceptional customer service satisfaction, maximize profits, and implement all New Hampshire Liquor Commission rules and policies.

ACCOUNTABILITIES:

- Provides exceptional customer service by building a loyal customer base. Strives for excellence when assisting customers in order to enhance customer relations as well as the NH Liquor Commissions and the State of New Hampshire's reputation.
- Acts as a store manager in a low volume retail environment, and supervises store personnel up to the Retail Store Clerk II level.
- In a large volume store, works under the general supervision of a Retail Store Manager II and up, in assisting with managing daily store operations such as opening and closing the store, setting up merchandising displays and equipment, making deposits and taking inventory.
- Provides routine training and guidance necessary to the operation of state liquor stores to all store employees.
- Accounts for stock and maintains proper inventory levels including anticipating sale items as necessary.
- Calculates sales transactions and prepares and makes bank deposits.
- Reviews and interprets computer print outs and makes recommendations to the Store Manager.
- Supervises and provides guidance to store personnel in the performance of their duties.
- Serves in the capacity of a Retail Store Clerk II when not assisting the Store Manager.
- Supervises all employees and has the ability to fill in for a higher level Store Manager for short periods of time.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school or G.E.D. equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience in a position involving public contact work and retail store experience, one year of which shall have been in a supervisory position.*

License/Certification: Valid driver's license required for travel to different store locations.

***Retail Store Manager I Trainee, labor grade 13 qualifications:** Candidates possessing three years of experience in a position involving public contact work and retail store experience, 6 months of which was in a supervisory position, may be hired at a one-salary grade reduction as a Retail Store Manager I Trainee. After 6 months of successful performance as a supervisor in the position, the employee will be promoted to the Retail Store Manager I, labor grade 14 level.

SPECIAL REQUIREMENTS: Frequent physical effort required in continuous lifting of material up to 25 pounds with frequent lifting of cases of liquor weighing up to 60 pounds.

DISCLAIMER STATEMENT: The supplemental job description lists typical examples of work and is not intended to include every job and responsibility to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

SIGNATURE:

The above is an accurate description of my position.

Employee's Name & Signature

Date Reviewed

Appointing Authority's Name & Title: _____

Appointing Authority's Signature

Date Reviewed

Human Resource Administrator's Signature

Jennifer J. Elberfeld

Date Reviewed

7/25/12

Division of Personnel

Date Reviewed